GATEWAY 2000®

CUSTOMER SUPPORT

Telephone Numbers ▲ Technical Support
One-Year Limited Warranty

COLORBOOK

Part #MAN1270120 Rev. 1.20

Notices

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Gateway 2000®
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N. Sioux City, SD 57049 USA

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Gateway 2000®
ColorBook Customer Support Guide
Part # MAN1270120
Revision 1.20 4/94

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Gateway 2000 Departments and Telephone Numbers

Customer Service: **800/846-2000**

The Gateway 2000 Customer Service department can assist you with *non-technical* questions. This is the number to call to change your address or inquire about orders, bills, and invoices.

Technical Support: **800/846-2302**

Call this number if you have technical questions about your Gateway 2000 computer system. (You can use this number from both the U.S. and Canada). **You can help us serve you much faster if you have your Customer ID and order number ready before you call.**

Add-on Components: **800/846-2080**

Call this number to purchase software, upgrades, and accessories for your computer.

International callers: **605/232-2000**

From outside the U.S. or Canada use this number to reach Customer Service, Technical Support, or Sales.

FAX Numbers:
605/232-2182 Technical Support
605/232-2023 Customer Service and Sales
605/232-2561 FaxBack Service (menu driven; we fax you!)

Gateway 2000 BBS: **605/232-2224 (V32.bis/HST Dual Standard 300-38400 bps)**

Technical Support maintains a free electronic bulletin board system (BBS) at these numbers. You can access the BBS almost 24 hours a day; 8 data bits, no parity, 1 stop bit. It's a handy way to get answers to questions, find software, offer comments, and share information with your friends at Gateway 2000 and other Gateway 2000 customers.

Online Services:		
	CompuServe	**go gateway**
	America Online	**keyword gateway**
	Prodigy	**GATE99A (jump computer support)**
	GEnie	**gateway 2000 at any prompt**
	BIX	**gateway 2000**
	DELPHI	**gateway 2000**
	Internet	**g2kgreg@aol.com**
		gateway2000@delphi.com
		twaitt@bix.com
		75300,1300@compuserve.com

Gateway 2000 ColorBook Technical Support

Toll-free telephone technical support

You can reach Gateway 2000 Technical Support at these numbers:

800/846-2302 ***(toll free inside US)***
605/232-2000 *(international callers)*
605/232-2182 *(FAX)*

Our toll-free technical support line operates from 6 a.m. to midnight on weekdays and 9 a.m. to 2 p.m. on Saturdays (Central Time).

Gateway 2000 provides toll-free telephone technical support Gateway 2000 provides toll-free telephone technical support for the life of your ColorBook computer. Most problems can be solved over the phone; if necessary, service can be arranged for. Please have your Gateway 2000 Customer ID number and Order number and Serial number ready when you call. The serial number can be found on a sticker on the bottom of the ColorBook.

Returning equipment to Gateway 2000 for repair

If we cannot solve your problem over the phone, we will gladly service your ColorBook at the factory. Refer to the limited warranty in this booklet to learn about your specific rights and responsibilities.

Always consult Gateway 2000 to get an RMA number before returning anything!

Before you return anything, obtain an RMA (Return Merchandise Authorization) number to avoid delays, accounting errors, or even loss of your ColorBook. Please follow these instructions when returning equipment for service:

- **If possible, back up your hard disk before returning your system.** Our technicians often reformat the hard disk while verifying that it is functioning properly. This process erases all files on the disk.
- The technician who authorizes the return of your equipment will give you an RMA over the phone. Write the number in large, clear characters on the outside of the box. To avoid confusion and misunderstandings, shipments without an RMA number clearly visible on the box are usually refused.

Customers should ship defective equipment to us at:

Gateway 2000
700 East 54th Street North
Sioux Falls, SD 57104
USA

- Include a brief note describing the problem and conversations about the problem you have had with Gateway 2000 personnel. Include your customer ID number. In case we have any questions, list the name and telephone number of the person directly responsible for maintaining the ColorBook computer.
- Gateway 2000 assumes no responsibility for shipping equipment back to the factory. The customer is responsible for all shipping costs. **Use only the original box and packing material to protect the equipment from damage in shipment.** Do not include unnecessary items such as software and manuals. ***For your protection, insure the shipment for full replacement value and use a reliable shipper.*** Gateway 2000 assumes no responsibility for equipment during shipment from customer to factory, whether in or out of warranty.

Gateway 2000 One Year Limited Warranty

Gateway 2000 warrants to the original purchaser that the ColorBook product, excluding items such as software, disks and related documentation, will be free from defects in material and/or workmanship for one (1) year from the date of delivery. During the warranty period, Gateway 2000 will correct any defects in material or workmanship, or any failure of the product to conform to specifications, at no charge for labor and materials. Shipping costs must be prepaid. Any replacement part(s)/product shall be new or serviceable used part(s)/product. Any replacements are warranted for the remainder of the original warranty or thirty (30) days, which ever is longer. The original owner must promptly notify Gateway in writing if there is a defect in material or workmanship. Written notice in all events must be received by Gateway 2000 before the expiration of the warranty period. This warranty is not transferable.

International Warranty

The Warranty for international customers is the same as for customers within the United States, with the following exceptions: On all orders for replacement part(s)/product, the customer must pay for the part(s)/product and shipping before the replacement is shipped. When the defective part/product is returned to Gateway 2000, Gateway will refund the cost of the part(s)/product—shipping charges are not refundable. Customers are responsible for any customs fees, taxes or VAT that may be due.

This One-Year Limited Warranty covers normal use. Gateway 2000 does not warrant or cover:

- ❑ damage during shipment other than original shipment to purchaser;
- ❑ damage caused by impact with other objects, dropping, falls, spilled liquids or immersion in liquids;
- ❑ damage caused by a disaster such as fire, flood, wind, earthquake or lightning;
- ❑ damage caused by unauthorized attachments, alterations, modifications or foreign objects;
- ❑ damage caused by peripherals;
- ❑ defects caused by failure to provide a suitable installation environment for the ColorBook product
- ❑ damage caused by the use of the ColorBook product for purposes other than those for which it was designed;
- ❑ damage from improper maintenance, including opening the unit's case for any purpose other than installing factory options;
- ❑ damage caused by any other abuse, misuse, mishandling, or misapplication.

Gateway 2000's liability for failure to repair the ColorBook product to conform to the warranty after a reasonable number of attempts will be limited to replacement product, or at Gateway 2000's option, a refund not to exceed the purchase price of the ColorBook product. These remedies are the Customer's **exclusive** remedies for breach of warranty.

Under no circumstances shall Gateway 2000 be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of use of the ColorBook product or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property.

DISCLAIMER OF WARRANTIES

THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), ARE HEREBY DISCLAIMED. NO ORAL OR WRITTEN INFORMATION (INCLUDING BUT NOT LIMITED TO THE 30-DAY MONEY BACK GUARANTEE), OR ADVICE GIVEN BY GATEWAY 2000, ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF SOUTH DAKOTA.

To obtain service under this Warranty, please follow this procedure:

1. With your Customer ID number and Order number and Serial number ready, call our Technical Support Department.

2. A technician will troubleshoot your problem over the phone. If the technician determines that a product is defective and that you should receive a replacement product, a replacement product will be sent to you at our expense.

3. We can ship replacements *before* you return the defective product if you follow this procedure:

   a. The technician will ask for your credit card account number and expiration date. Within the USA and Canada, this is for security purposes only; nothing is charged to your credit card if you return the defective product to us within 14 days. You will receive an invoice for the product, but we will not charge your credit card for the invoice amount if we receive the defective product from you within 14 days. We will issue you a credit memo upon receipt of the product.

   b. On international orders (outside the USA and Canada), we will charge your credit card for the replacement product and the shipping charge. After you return the defective product, we will credit your charge card for the cost of the product, less the shipping charge. Gateway 2000 will not reimburse customers for any losses caused by fluctuations in foreign exchange rates occurring between the time your credit card is charged and refunded.

   c. The technician will give you an RMA number for the defective products over the phone. Write this number in large, clear characters on the outside of the box.

   d. Ship the product to us, freight prepaid and insured. Pack the product carefully, using only the original box and packing material. **Mark the RMA number clearly on the outside of each box.** Do not include any accessories or manuals supplied with the product. We assume no responsibility for equipment during shipment from customer to factory.

   e. Include a brief note describing the problem. In case we have any questions, list the name and telephone number of the person directly responsible for maintaining the equipment.

   f. It is your responsibility to back up any data you have stored on the hard disk before returning the product. Gateway 2000 assumes no responsibility for loss of data on the hard disk.

4. In some cases, we may ask you to return the ColorBook to Gateway 2000 for service:

   a. The technician will give you an RMA number over the phone. Write the number in large, clear characters on the outside of each box you send us. Gateway 2000 is not responsible for shipments without RMA numbers.

   b. Ship the product to us, freight prepaid and insured. Pack the product carefully, using only the original box and packing material. **Mark the RMA number clearly on the outside of each box.** Do not include any accessories or manuals supplied with the product. We assume no responsibility for equipment during shipment from customer to factory.

   c. Include a brief note describing the problem. In case we have any questions, list the name and telephone number of the person directly responsible for maintaining the equipment.

   d. It is your responsibility to back up any data you have stored on the hard disk before returning the system. Gateway 2000 assumes no responsibility for loss of data on the hard disk.

   Upon receipt of the product, Gateway 2000 will, at its option, repair or replace parts or the product to whatever extent it deems necessary to restore the product to proper operating condition. Within the USA and Canada, Gateway 2000 will pay for shipping back to you via the method of our choice. Expedited shipping methods are available upon request for an additional charge. International customers (outside the USA and Canada) are responsible for shipping costs in both directions.

5. There is no Onsite Service available for ColorBook products.

Gateway 2000 30-Day Money Back Guarantee

Gateway 2000 is so confident in the quality of our ColorBook computer systems that we offer the original purchaser a money-back guarantee, subject to the following terms and conditions:

1. With your customer ID and invoice numbers ready, call your Gateway 2000 representative. If we cannot rectify the problem to your satisfaction, we will issue an RMA number and authorize the return of the product.

2. Ship the product back to us, freight prepaid and insured. Please pack it carefully, using the original box and packing material. Include all accessories, disks, cables, and manuals supplied with the product. Gateway 2000 assumes no responsibility for equipment during shipment from the customer to our factory.

3. Equipment must be in as-new, undamaged condition to receive credit. Opened software cannot be returned for credit, except Gateway 2000 versions of DOS and Windows may be returned for credit.

4. To receive a refund, the product must be received at our factory **within 30 days** from the date you received your ColorBook product.

5. Refunds for product purchased with a credit card will be paid by issuing a credit on your card. ***Shipping charges are not refundable.***

6. There is no upgrade policy available for ColorBook products.

Upon receipt of your Gateway 2000 computer, please fill in the following information for future reference when contacting any Gateway 2000 department. **This is very important.**

These are found on your invoice.

Customer ID # : _____

Original Order # : _____

System Model : _____

This is found on the bottom of your computer.

System Serial # : _____

Tech Note

Cleaning your Trackball

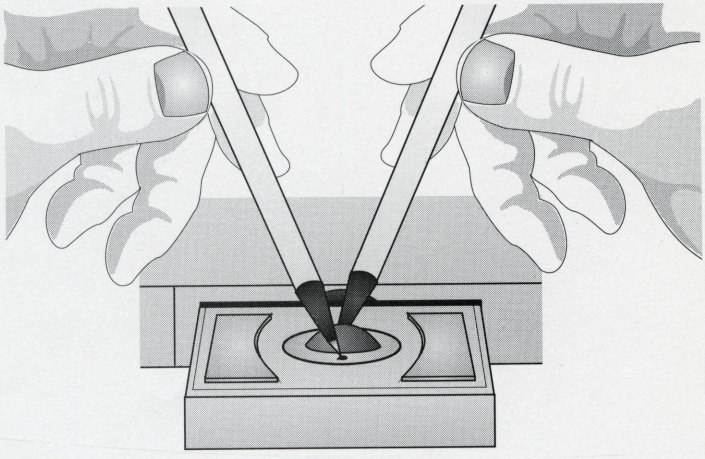
If the pointer moves jerkily or refuses to move when you operate your trackball, it is almost always because foreign matter has accumulated on the mechanism underneath the trackball. The mechanism, although somewhat fragile, is easy to clean.

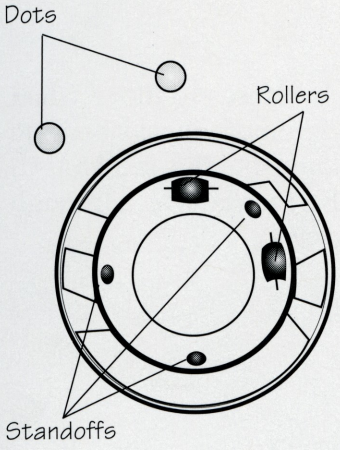
To clean the trackball:

Have on hand:

A dry, lint-free cloth
One or more cotton swabs
Isopropyl alcohol
A paper clip, bent into a U-shape, or two mechanical pencils.

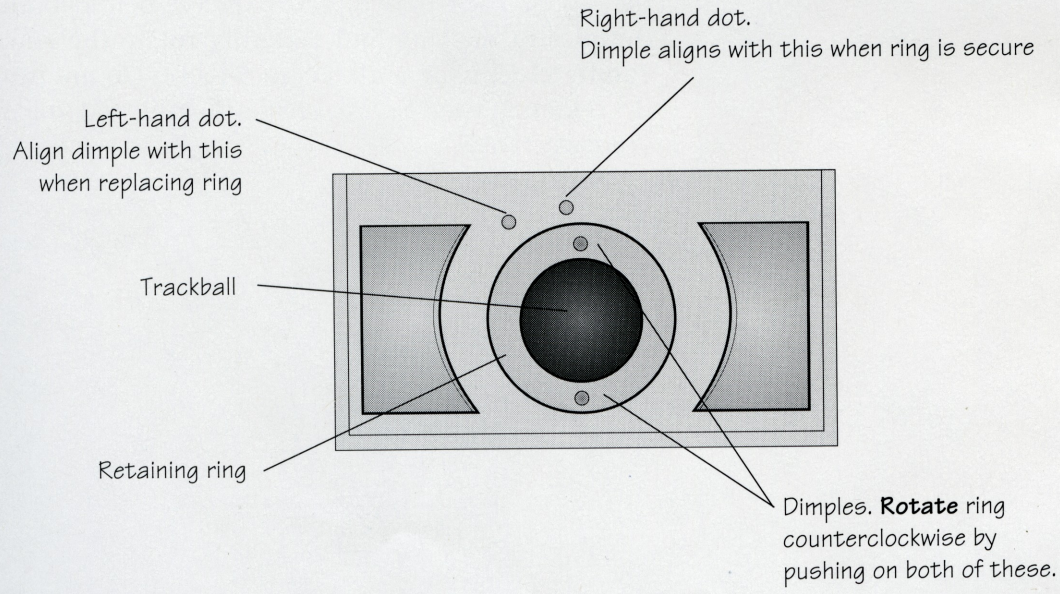
1. Remove the retaining ring. Place the tips of the two pencils or each end of the paper clip into both dimples in the ring and carefully **rotate the ring counterclockwise** until it comes loose. **Do not pry** the retaining ring! Prying breaks the ring and voids your warranty!





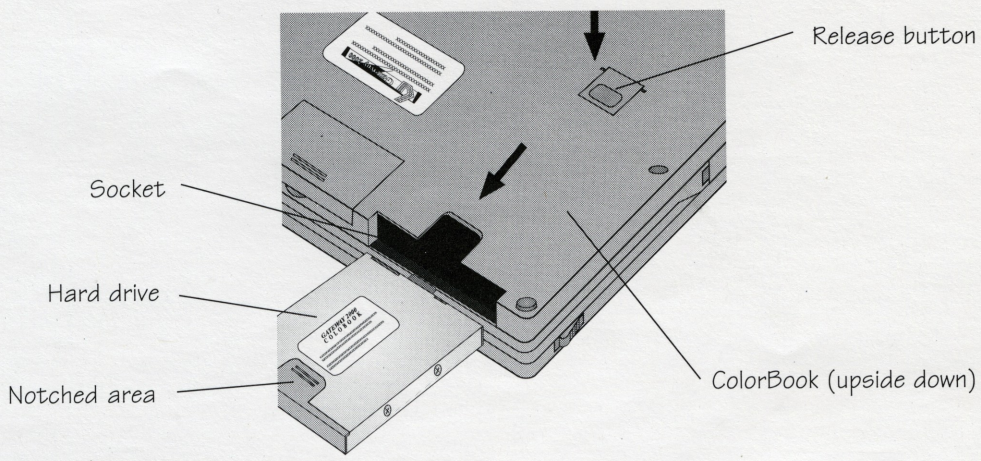
Empty socket

2. Remove the ring and ball.
3. Clean the ball by wiping it with the dry cloth. If you wish, you can moisten the cloth with alcohol.
4. Moisten the swab with alcohol and clean the two rollers in the cavity by rubbing them with the moistened swab. Take care not to leave behind any cotton fibers.
5. In a similar manner, clean the three standoffs in the cavity. They look like ball bearings. Take care not to leave behind any cotton fibers. The cavity should be quite clean when you are done. **Be sure to clean the cavity thoroughly!**
6. Allow the mechanism to dry for five minutes or so.
7. Replace the ball and ring. Align either dimple on the ring with the left-hand dot on the trackball stage, then turn it clockwise with the paper clip or pencils until it clicks into place.



Tech Note | Installing Extra ColorBook Hard Drives

1. Shut off the ColorBook. (All the way off; not merely suspend mode.)
2. Close the cover and turn the ColorBook upside down.
3. Press and hold the hard drive release button. This disengages the latch that locks the hard drive in place.
4. Using the notched area on the hard drive to improve your grip, slide the hard drive out of its compartment.
5. Remove the new hard drive from its protective bag and orient it the same way the old drive was.
6. Slide the new drive into the compartment until it clicks into place.
7. Power up the ColorBook and enter the CMOS Setup Program (press Ctrl+Alt+S). Highlight the Hard Disk item in the Standard menu
8. If you are installing the 130MB drive, enter these parameters: Cylinders=856, Heads=5, Sectors=60, then press Enter. If you are installing any other drive, just press Enter. Exit by pressing F10. Your new drive is ready!



Tech Note

Using Fax Software

When you send faxes with fax software, such as the TSFax part of the CommWorks program, it is important to disable certain power management features so the computer does not enter Suspend mode while the modem is transmitting. When you are not transmitting faxes, we recommend you leave these features enabled.

To prepare the system for faxing:

1. Type a semicolon at the beginning of the "device=vpowerd.386" in the [386enh] section of the SYSTEM.INI file. (After you have finished faxing, remove the semicolon.)
2. Type "rem" at the beginning of the "DEVICE=C:\DOS\POWER.EXE" line in your CONFIG.SYS file. (Remove the "rem" when you have finished faxing.)
3. Reboot. Your system is ready for faxing.

You may edit these files with any suitable text editor, such as Notepad in Windows, or the EDIT command in DOS.